

Customer's Bill of Rights

As a residential customer of a regulated public utility in Kentucky, you are guaranteed the following rights subject to Kentucky Revised Statutes and the provisions of the Kentucky Public Service Commission Regulations:

- ◊ You have the right to service provided you are not indebted to the utility.
- ◊ You have the right to inspect and review the utility's rates and tariff operating procedures during the utility's normal office hours.
- ◊ You have the right to be present at any routine utility inspection of your service conditions.
- ◊ You must be provided a separate, distinct disconnect notice alerting you to a possible disconnection of your service if payment is not received.
- ◊ You have the right to dispute the reasons for any announced termination of your service.
- ◊ You have the right to negotiate a partial payment plan when your service is threatened by disconnection for non-payment.
- ◊ You have the right to maintain your utility service for up to thirty (30) days upon presentation of a medical certificate issued by a health official.
- ◊ You have the right to prompt (within 24 hours) restoration of your service when the cause for discontinuance of the service has been corrected.
- ◊ You have the right to contact the Public Service Commission regarding any dispute that you have been unable to resolve with your utility. Call toll free 1-800-772-4636.

A Consumer's Guide to Service Programs for Low-Income Consumers



Kentucky Public Service Commission
P.O. Box 615
Frankfort, KY 40602
www.psc.state.ky.us
1-800-772-4636

What Programs Are Available to Assist Low-Income Consumers?

There are two programs available to assist low-income consumers with their telecommunications needs: the Lifeline program and the Link-Up program.

What Is the Lifeline Program?

The Lifeline program was designed to preserve and promote telephone services to qualified low-income households. The program provides a monthly credit for local service.

What is the Link-Up Program?

The Link-Up program offers eligible individuals a reduction in the local telephone company's charges for starting telephone service. The program pays for half of the installation charge up to \$30.

Are There Any Restrictions?

Yes. An individual is allowed to enroll only once during a twelve month period at the same address. (This restriction does not apply when you are moving from one location to another within twelve months.)

Who Is Eligible?

You are eligible to enroll in the Lifeline program or the Link-Up program if you participate in one of the following:

- ◇ Medicaid
- ◇ Food Stamps
- ◇ Federal Public Housing
- ◇ Supplemental Security Income
- ◇ Low Income Home Energy Assistance Program

AND

You have paid or made payment arrangements for any outstanding balance for telephone services provided to you or any member of your household at your current address.

What Benefits Does Enrollment in Lifeline Provide?

Enrollment in Lifeline provides the following benefits:

- ◇ Waiver of the federal subscriber line charge.
- ◇ Reduction in monthly residence line charge.
- ◇ Waiver of deposit for local service.
- ◇ Waiver of charge to activate new service.
- ◇ Free toll blocking service.

How Do I Enroll?

Contact your local telephone company for enrollment details. You must be able to provide proof of participation in a qualifying program.

How is the Lifeline Program Funded?

The Kentucky Public Service Commission approved this five cent charge to be placed on all telephone customers' bills to help eligible low-income consumers maintain basic phone service.

Who Can I Contact With Questions?

Contact the business office of your local telephone company with any questions you may have about either program. If your local telephone company does not answer your questions, then contact the Kentucky Public Service Commission. You can call the Commission toll-free at 1-800-772-4636.